

DAS I/3 INTERIM CUSTOMER COUNCIL MEETING

March 17, 2006

Present:

Roger Stirler, Department of Education, John Baldwin, Corrections, Charlie Smithson, Ethics; Steve Mosena, Department of Human Services; Penny Westfall, ILEA; Rich Jacobs, Department of Revenue; Mollie Anderson, DAS Director; Lori McClannahan, DAS-I/3; Sharon Sperry, DAS-I/3; Denise Sturm, DAS/Finance; Deb Madison-Levi, DAS; Cal McKelvogue, Revenue; Nancy Williams, DAS/GSE; Laura Riordan, DAS; Julie Sterk, DAS; Jay Cleveland, DAS; Anieta O'Hair, IWD; John Gillispie, DAS; Marcia Spangler, IDPH.

Members Absent

Cal Martin, AFSCME; Peggy Sullivan, Judicial.

Call to Order

Meeting called to order by Chairman Roger Stirler at 9:00 a.m.

Approval of Minutes – January 12, 2006

Steve Mosena moved to approve the minutes as submitted. John Baldwin seconded the motion. Motion passed.

DAS Director Anderson Report

- Interim Council expectations
Director Anderson advised each member was selected because of your expertise and interest in rate setting. Department of Management has now has requested Joel Lunde sit on this Customer Council. Director Anderson stated she believed this will be helpful to the Council for DOM to hear directly the discussions and concerns. Charlie Smithson moved to expand the I/3 Customer Council by an additional seat for the representative from the Department of Management. Steve Mosena seconded the motion. Motion passed.

Director Anderson stated since each member has been serving on this Interim Council for quite sometime, a letter will be sent to each member asking if you wish to continue serving on this Council. Director Anderson expressed she hoped many members would continue to serve. We are going to have to have a Customer Council to set the rates for I/3.

Steve Mosena stated he has heard far fewer complaints of late regarding I/3 from people using the system. When you don't hear things, that is when it is working.

- Update on relevant Legislative issues
Director Anderson stated the appropriation the House has at the current time are numbers that concern us a great deal. Some agencies have had their rate increases for DAS included in their budgets and others have not. We don't seem to have a

reason as to why some are funded and others are not. Those agencies that separated out DAS rates and did not include it as an overall cost of doing business were not funded.

DAS continues to explain to Legislature that this entrepreneurial model will not work if agencies do not receive adequate funding to buy the services they need. Today, funding for our SME's are not in the budget, which is a \$1 million dollar issue – that would be devastating. DAS has been regularly meeting with DOM to express our concerns.

Discussion about what Subject Matter Experts (SME's) do and why they are important ensued. Calvin noted they are the “in-between” people that make the technical staff and the business staff work together – they are the liaisons, the people who are developing the system so it is customer-friendly. Director Anderson stated one of the challenges is that when this system was sold we didn't understand the staff that it took to run a web-based system and that was not part of the presentation. We are now finding this is a system that is much more labor-intensive both for the agencies and DAS and those costs now have to be paid.

House Study Bill 624 relates to the role of the customer councils and whether the customer councils should be engaged in identifying whether something is marketplace, utility or leadership product or service. DAS will be offering a suggested amendment requiring the Governor to make those decisions instead of the DAS Director. This would give the Customer Councils more input.

Director Anderson stated DAS has had a lot of discussion with DOM regarding the rate setting process for I/3. Of the rates to set, the I/3 rate is the hardest to set since there is the greatest disparity between what agencies have been given as a distribution and what we anticipate the cost will be in the future. There has been discussion in the past that the Council would like this to be a Leadership function; on your behalf, DAS has conveyed that until it is properly funded, that is the right direction.

Financial Update – Denise Sturm

Denise Sturm distributed a one-page overview of how I/3 financials are looking for this current fiscal year through February ([copy attached](#)).

Denise stated she expected the first discussion for the FY'08 budget to occur possibly in May.

Staffing issues and costs were discussed at length. Denise noted it is difficult for DAS to project costs so early and have to present them to you to approve a rate by September 1 or in time for you to include the cost in your budget. We have to be proactive and identify all costs but we also have to be judicious in understanding the pain you feel and the risk you take as a Customer Council Member.

Update on I/3 System – Sharon Sperry & Lori McClannahan

Lori McClannahan distributed the I/3 24-Month Implementation Strategy plan for discussion ([copy attached](#)). The document gives the Council our vision for the next 24 months; however, there is not funding attached to it.

The Brass Ring (Applicant Tracking System for HRE), is expected to be implemented in June. We are also working to redesign the Data Warehouse noting every report in the Data Warehouse is going to have to be redone as well as every user report. Sharon Sperry stated this update has not been started since approval was just received; we are trying not to put a specific date out, but rather “get it right”. Lori stated the good thing about our ability right now is that we can keep our old Data Warehouse so users can actually get the data out of it while they transition to the new data warehouse. Calvin stated with the Data Warehouse there is a significant cost involved once we do the analysis and the decision is made to move forward. We have received approval from DOM to use some of the project money still remaining, thus, the reason it must be done by June 30, 2007, because that money is only available until that time.

John Baldwin stated there should be a plan that says on X day we are going to do this or complete that project. It would help sell the system if we have the justification and the actual plan with a break-down; instead of saying we think we are going to get to it by X date. There needs to be a month-by-month plan to get this thing done so down the line we can use it and we can say to our staff, it is going to save you money.

Rich Jacobs discussed using “milestones,” noting it is a great marketing tool. Rich also suggested I/3 put together clearly defined benchmarks, something we can come back and say in FY’06 we did the following. This would enhance reporting a year from now if you were able to say, we met 3 out of the 4 benchmarks on time, etc.

John Baldwin stated there has to be a systemic understanding of the value we are getting and the targets we are meeting.

Calvin McKelvogue stated the last two years we haven’t really been able to focus on some of your needs because we have been trying to keep the system operating so we could function on a daily basis. Now we are making improvements you need to make your job easier and better. Calvin noted this system is going to have to be upgraded every two to three years if we are going to keep current with the software and be able to use all of the functionality they have. The State needs to make a decision on that.

Calvin advised that John Gillispie, Sharon Sperry, Lori McClannahan and he already meet weekly on conference calls with CGI to go over issues. All of these things are happening in the background; you probably aren’t aware of it.

Charlie Smithson stated it would be useful to all of us if there was something communicated to the agencies to smooth the road.

Workforce Development

Workforce made a presentation at the last I/3 meeting. They have followed up with [information in writing](#). Since this information was not received by SAE and the Council members five days prior to this meeting, the item will be put on the next I/3 Council agenda and discussed at that time.

Chairperson Roger Stirler will advise Workforce that they will be on the agenda for the next I/3 Customer Council meeting.

Discuss I/3 Business Plan

Draft business plan previously sent to members; additional suggestions included clearly stating what the rates are, adding a chart about the long-term Strategy Plan similar to what was presented today but with more information included, and include the operational budgets for '05 and '06 so more than one year can be viewed and compared.

A draft will be revised and submitted at the next meeting for approval.

Agenda Items for Next Meeting – Roger Stirler

- Workforce Development issue
- Charlie stated he would like to see:
 - Dollar amount paid to original vendor
 - Dollar amounts paid to original vendor since the original payment
 - Dollar amounts paid to people to fix anything not done correctly the first time
 - Copy of contracts signed
 - Addendums signed
 - Dollar amounts paid subsequently
 - Dollar amount for SME's along with "talking points" about what they do, and why they are important to this project.

Close and Adjourn

Meeting adjourned at 10:30am

Respectfully submitted,
Nancy Williams